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| **Post Details** | **Last Updated:**  10/05/2023 |
| **Faculty/Administrative/Service Department** | International Engagement Office (IEO) |
| **Job Title** | International Mobility Coordinator |
| **Job Family**  | Professional Services | **Job Level**  | 3 |
| **Responsible to** | International Mobility Manager |
| **Responsible for (Staff)** | N/A  |
| **Job Purpose Statement**The purpose of this post is to support the International Engagement Office in all aspects of the University's study and work abroad activities. Working closely with colleagues in the International Mobility Team, the post holder is responsible for coordinating student mobility. They will be responsible for ensuring that all students have a quality and rewarding experience thereby contributing to the enhancement of the student experience and the University’s reputation. The postholder will develop and deploy a broad understanding of international mobility across the University. |
| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)  |
| 1. Coordinate and administer all aspects of study and work abroad activity. This includes the coordination of documentation and payment of grants/scholarships.
2. Revise and develop the systems and procedures for the effective organisation of international mobility, including the introduction of new processes to support a growing volume of activity and maintenance of auditable records.
3. Plan, organise and deliver activities that promote international mobility, incorporating recommendations for continuous improvement linked to student feedback.
4. Maintain regular contact with mobility students and respond to queries from students, staff and partners by liaising with relevant teams within the University.
5. Represent the needs of exchange students to other administrative units. Where competing demands exist negotiation will be necessary to ensure the needs of the exchange students are met.
6. Deliver a customer-focussed service and with a wide range of stakeholders, including international partners, Surrey staff and students, using specialist programme knowledge of Turing and experience of mobility to advise on international mobility.
7. Develop and maintain close and effective working relationships with key central service departments and Faculty staff, using discretion to determine courses of action and referring issues as required to appropriate staff. Complex or unusual issues will be referred to senior colleagues in the IEO where necessary.
8. Develop and maintain relevant sections of the IEO websites and SurreyLearn modules. Proactively work within University guidelines to source material such as student feedback, department news and ensure this is appropriately displayed on the appropriate web pages.

**N.B. The above list is not exhaustive. All coordinators may be required to undertake other team activities.** |
| All staff are expected to:* Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
* Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
* Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
* Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
* Undertake such other duties within the scope of the post as may be requested by your Manager.
* Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:*** Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
* Following local codes of safe working practices and the University of Surrey Health and Safety Policy.
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| **Elements of the Role**This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role. |
| **Planning and Organising** * Work has to be planned on an annual basis, as there are a variety of deadlines that change from year to year. Certain activities happen every year, but each year there are new ones which are unpredictable, and therefore require a high level of adaptability.
* Contractual documents have to be produced within a timeline dependant on the student’s starting date on exchange/placement.
* Regular updates are required throughout the year to the website and guidance on SurreyLearn.
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| **Problem Solving and Decision Making** * High profile role which requires strong interpersonal skills and effective communication skills in order to resolve queries and support students while they are abroad.
* Exercise discretion in making all day-to-day decisions, using prior knowledge and experience and within the overarching framework of relevant EU programme regulations. The Line Manager is often away overseas, so the post holder has to act independently.
* Work within overall University guidelines and operational regulations of the Turing Scheme and with limited guidance and general instructions from senior colleagues.
* Exercise initiative and judgement in addressing and resolving day-to-day problems independently, providing advice and recommending alternative courses of action if unable to assist.
* Refer more complex issues to Line Manager for resolution but suggest solutions for implementation under the guidance of the manager.
* Work as a team to discuss difficult situations concerning a partner or student, to determine the best course of action.
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| **Continuous Improvement*** Attend sector-wide events to learn best practice from other UK and international partners and share any best practice.
* Attend meetings with partners either with the team or on own and discuss particular issues that have arisen with a view to coming to a mutually acceptable solution. May on occasion be asked to present on aspects of the mobility agenda to peers.
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| **Accountability** * Accountable for all aspects of the University-wide student exchange partnerships and the administrative arrangements for students within their remit. Work closely with the wider International Mobility Team, as well as with key central services, and Academic Exchange Coordinators in the Faculties.
* Responsible for the delivery of a quality, customer focussed service at all times, advising and assisting customers and colleagues on specific aspects to maximise service quality, efficiency and continuity.
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| **Dimensions of the role** * The International Mobility Coordinator is in a central service supporting activity across the three University Faculties, working with internal and external staff and students.
* When needed, the post holder will be required to assist other colleagues involved in student and staff mobility and to the work of the wider IEO in order to ensure the effective running of the service.
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| **Supplementary Information** * In performing their duties the post holder must be aware and compliant with University regulations and show excellent attention to detail in maintaining/updating information in SITS and on Moveon. They are responsible for providing excellent customer service both on the telephone, via email and in person to students and staff and to respond to their enquiries in a courteous and helpful manner.
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| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. |
| **Qualifications and Professional Memberships** |  |
| HNC, A level, NVQ 3, HND level or equivalent with a number of years' relevant experience.Or:Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles. | E |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | **Essential/Desirable** | **Level****1-3** |
| Expertise of the regulations relating to the Turing scheme | E | 3 |
| Accuracy and attention to detail | E | 3 |
| A proactive approach, with the ability to use initiative in dealing with issues as well as a flexible approach to work, satisfying the needs of different groups | E | 3 |
| Work well under pressure and to targets within set time frames, and ability to multi task | E | 3 |
| Intercultural awareness and sensitivity to identity and ethnicity issues | E | 3 |
| Excellent digital skills, particularly in MS Excel, familiarity with databases, and social media | E | 3 |
| Relevant experience in a similar role | E | 2 |
| Experience of the Higher Education Sector | E | 2 |
| **Special Requirements:**  | **Essential/Desirable** |
| Some evening/weekend work will be required, on occasion, to support programme activities or events | E |
| Annual Leave may be restricted at key times during the year | E |
| Experience of Living, Studying or Working Abroad | D |
| Willingness to travel internationally | D |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | **Level****1-3** |
| CommunicationAdaptability / FlexibilityCustomer/Client service and supportPlanning and OrganisingContinuous ImprovementProblem Solving and Decision Making SkillsManaging and Developing PerformanceCreative and Analytical ThinkingInfluencing, Persuasion and Negotiation SkillsStrategic Thinking & Leadership | 222222n/a12n/a |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. |
| **Organisational/Departmental Information & Key Relationships** |
| Background InformationThe IEO is responsible for coordinating the University’s international strategy, which seeks to develop further the extent and range of the University’s international activities across the globe. An important part of the strategy is to develop opportunities for student mobility.The University has a strategy to internationalise its work and the IEO plays a lead role in these developments. As greater effort is made to encourage more staff and students to be mobile, this will increase the number coming to the University. The post-holder will be responsible for improving existing systems and processes and proposing and developing new approaches to respond to this, whilst providing a quality service to partners and their staff and students. This will also require regular negotiation with other administrative units on behalf of the Faculties. |
| Department Structure Chart  |
| Relationships **Internal*** Students
* International Mobility Leads / Academic Exchange Coordinators across the Schools/Departments
* Staff at all levels in all University Faculties and Departments
* Support Services
* Interns/Peer Advisers

**External*** Partner Universities
* Turing Delivery Partner
* Professional bodies such as BUTEX and HEURO
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